

Indiana Office of Technology

Chief Information Officer Gerry Weaver

Agency Mission:
IOT's mission is to provide cost-effective, secure, consistent, reliable enterprise technology services to our partner agencies so that they can better serve our mutual customer: the Hoosier taxpayer."

<u>Service Operations</u>	Result	Result	Result	Result	Targets FY 07	Comments	Targets FY 06		
Customer Service	2nd Quarter FY 07	1st Quarter FY 07	4th Quarter FY 06	3rd Quarter FY 06	SLA Performance Targets		SLA Performance Targets		
Customer Service Speed To Answer Calls-Answered under 60 seconds	80.33%	63.67%	62.00%	80.00%	90.00%	87.00%	90.00%	87.00%	
Customer Service Call Abandonment Rate	19.73%	20.00%	12.17%	5.67%	2.00%	5.00%	2.00%	5.00%	
Level 1 Resolution Rate	96.72%	95.07%	79.51%	62.61%	90.00%	87.00%	75.00%	72.00%	
Customer Service Staffing Level	N/A	N/A	100.00%	100.00%	N/A	N/A	100.00%	97.00%	
Resolution of Tickets on Time	93.69%	90.03%	N/A	N/A	90.00%	87.00%	N/A	N/A	
Random User Sampling Survey	94.63%	94.59%	94.83%	97.11%	95.00%	92.00%	95.00%	92.00%	
Server Administration									
Average availability of Servers (Exchange, Citrix, Web & Sharepoint)	99.73%	99.56%	N/A	N/A	99.90%	97.90%	N/A	N/A	
General Server Availability (IOT) - 24 x 7	N/A	N/A	98.18%	99.90%	N/A	N/A	99.90%	96.90%	
Exchange Server Availability (IOT) - 24 x 7	N/A	N/A	98.74%	99.97%	N/A	N/A	99.90%	96.90%	
Citrix Server Availability (IOT) - 24 x 7	N/A	N/A	99.91%	99.90%	N/A	N/A	99.90%	96.90%	
Web Server Availability (IOT) - 24 x 7	N/A	N/A	99.58%	99.88%	N/A	N/A	99.90%	96.90%	
Capacity/Performance Monitoring (IOT) - notification < 1 hour	N/A	N/A	100.00%	100.00%	N/A	N/A	98.00%	95.00%	
Capacity/Trend Analysis - monthly reporting	N/A	N/A	100.00%	100.00%	N/A	N/A	99.90%	96.90%	
Network Administration									
CAN Availability (Campus Area Network)	99.99%	99.79%	N/A	N/A	99.90%	97.90%			
WAN Availability (FSSA, BMV and INDOT remote locations)	99.82%	99.79%	99.90%	99.99%	98.90%	96.90%	99.90%	96.90%	
Router Availability (FSSA Remote Sites) - 24 x 7	N/A	N/A	99.78%	99.88%	N/A	N/A	99.90%	96.90%	
Capacity/Performance Monitoring (IOT) - notification < 1 hour	N/A	N/A	100.00%	100.00%	N/A	N/A	98.00%	95.00%	
Capacity/Trend Analysis - monthly reporting	N/A	N/A	100.00%	100.00%	N/A	N/A	99.90%	96.90%	
Staffing - According to Schedule	N/A	N/A	N/A	100.00%	N/A	N/A	99.00%	96.00%	
Account Administration (System Management)									
New User Account Requests - creation within 2 business days	94.82%	97.73%	93.96%	88.61%	99.00%	96.00%	99.00%	96.00%	
Disable User Account Requests - within 4 hours	92.29%	94.58%	94.40%	82.57%	98.00%	95.00%	98.00%	95.00%	
Privilege Change Requests - within 8 business hours	71.55%	84.20%	80.28%	89.03%	97.00%	94.00%	99.00%	96.00%	
Emergency Disable Network Account Requests - within 2 business hours	N/A	N/A	N/A	100.00%	N/A	N/A	99.00%	96.00%	
Deployments									
Remote Server Installation - 5 business days after delivery	N/A	N/A	100.00%	N/A	N/A	N/A	98.00%	95.00%	
Local Server Installation - 1 business day after delivery	N/A	N/A	N/A	N/A	N/A	N/A	98.00%	95.00%	
Remote Workstation Installation - 5 business days after delivery	N/A	N/A	100.00%	N/A	N/A	N/A	98.00%	95.00%	
Local Workstation Installation - 1 business days after delivery	N/A	N/A	N/A	95.24%	N/A	N/A	98.00%	95.00%	
Remote Peripheral Installation - 3 business days after delivery	N/A	N/A	N/A	N/A	N/A	N/A	98.00%	95.00%	
Local Peripheral Installation - 1 business days after delivery	N/A	N/A	N/A	N/A	N/A	N/A	98.00%	95.00%	
<u>Procurement Efficiency</u>									
Savings through negotiated contracts	N/A	N/A	\$ 911,267.10	\$ 3,145,981.67	N/A	N/A	No Target Set	No Target Set	
Savings through finding other purchasing/collaboration alternatives	N/A	N/A	N/A	\$ 7,546.00	N/A	N/A	No Target Set	No Target Set	
<u>Project Management</u>									
Completion of Project by Promised Due Date (within a 5% margin of total planned project duration)	100.00%	93.69%	N/A	N/A	90%	80%	N/A	N/A	
<u>Portal Management</u>									
Portal Availability 24x7	99.99%	99.69%	N/A	N/A	99.95%	95%	N/A	N/A	
Project Delivery	100.00%	100.00%	N/A	N/A	90%	80%	N/A	N/A	
<u>GMIS - Peoplesoft</u>									
Resolution of GMIS Application Tickets within 24 Hours	68.39%	88.53%	N/A	N/A	90%	75%	N/A	N/A	
<u>Security \ Disaster Recovery</u>									
Implement 30 security practices to further secure the State's network and applications. (Goal is 8 per quarter)	100.00%	75.00%	N/A	N/A	95%	90%	N/A	N/A	
Oversee or perform 30 reviews of individuals, agency and system compliance with security practices in place. (Goal is 8 per quarter)	100.00%	75.00%	N/A	N/A	95%	90%	N/A	N/A	
<u>Desktop - Seat Charge*</u>									
Seat Charge per desktop per year	\$ 958.80	\$ 958.80	\$ 958.80	\$ 958.80	\$ 930.03	\$ 958.80	Targets adjusted	\$ 862.92	\$ 910.86
<u>Fiscal Year Initiatives*</u>									
Communications / Access Services (Remote User Access to Network and Distributed Services) per month	\$ 8.61	\$ 8.61	\$ 8.61	\$ 23.38	\$ 8.52	\$ 8.61	Targets adjusted	\$ 16.37	\$ 17.28
Data Center Services per month	\$ 11.71	\$ 11.71	\$ 11.71	\$ 88.75	\$ 11.59	\$ 11.71	Targets adjusted	\$ 65.56	\$ 69.20
Mainframe Services per month	\$ 0.008018	\$ 0.008018	\$ 0.008018	\$ 0.009476	\$ 0.007930	\$ 0.008018	Targets adjusted	\$ 0.008721	\$ 0.009194
Indiana Telecommunications Network (T1 connection)	N/A	N/A	\$ 612.68	\$ 675.00	N/A	N/A	Targets adjusted	\$ 607.50	\$ 641.25
Telecommunication Services (Local and Long Distance Phone Service) per month	\$ 0.0700	\$ 0.0700	\$ 0.07	\$ 0.14	\$ 0.0693	\$ 0.0700	Targets adjusted	\$ 0.12	\$ 0.13

* Targets for Desktop and Fiscal Year Initiatives are based on pricing adjustments to FY 07 prices based on experience and reflected in rates set for FY 08. Pricing is set annually for IOT services unless mid year adjustments need to be made due to contract changes or other significant cost savings. FY 08 prices will be set in the last quarter of FY 07 for the next year.